

CTS Language Link Interpreter Service - Quick Reference Guide

To utilize CTS Language Link Interpreter Service, you must first:

1. Dial CTS Language Link Interpreter Service at 97-1-800-535-9250.

2. Provide the Call Center Service Representative with:

- Account #: 1 4 1 6 6
- Language(s) Needed
- Winn Employee's Full Name
- Phone Number the Employee is Calling From
- Organization Name: Winn Army Community Hospital
- Client ID: (See List below)

WINN: 0 0 4 9;

HAWKS: 7 4 4 3;

TAHC: 0 2 7 2;

RHMH: 6 1 2 2; or

NTMC: 7 3 4 4

(If a three-way telephone conference call is desired, tell the Call Center Agent the name and number of the third party, and they will arrange the call for you. The interpreter cannot facilitate that for you. You must ask the Call Center Agent before being connected to the interpreter.)

3. Once an Interpreter has been connected to the call, brief the interpreter. Summarize what you wish to accomplish and give any special instructions.

4. Add the non-English speaker to the line.

For assistance with Document Translation:

You can forward the documentation that you would like translated to the admissions Office either via e-mail to WinnPatientTracking-A&D@amedd.army.mil or in person. Keep in mind that document translation is expensive, so please limit the number of documents if possible.

also

If there are any questions about CTS Language Link Interpreter Service, or if Sign Language Interpretation is needed please contact Kerri Caronongan, Chief, Patient Accountability Branch at 912-435-6746 / 6747 / 6748 / 6915 for assistance.